

QoS-PMR Broadband Services

**Service Provider: GTPL KCBPL
Broadband Private Limited**

**Service Area: Odisha Quarter: Sept-
2026**

Due date of Submission: 15-Oct-2026

1

Submit PMR

2

Submit DU Speed

3

Preview and Final Submit

Service Provisioning

S.No.	Parameter	Benchmark	Performance
1 (a)	Postpaid: Total number of Subscribers at the end of reporting period		0
1 (b)	Postpaid: Total number of Subscriber excluded from PMR- Subscriber with service level Agreement (SLA)		0
1 (c)	Postpaid: Number of Subscribers for which PMR is being submitted		0
1 (d)	Prepaid: Total number of Subscribers at the end of reporting period		6688
1 (e)	Prepaid: Total number of Subscribers excluded from PMR- Subscriber with service level Agreement (SLA)		0
1 (f)	Prepaid: Number of Subscribers for which PMR is being submitted		6688
2	Grand total of Subscriber for which PMR is being submitted		6688
3	Total number of connections for which demand note paid by the customer		100
4	Total number of connections provisioned after 7 working days of payment of demand note		0
5	Provision of a service within 7 working days of payment of demand note by the customer (%)	>=98%	100.00

Broadband Service Performance

6	Latency (msec)	<=50msec	25.00
7	Packet Drop Rate (%)	<=1%	0.00
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	75.00
9	Jitter (msec)	<=40msec	10.00

Fault Repair

10	Total no. of faults reported		145
11	Fault incidences (No. of faults per 100 subscribers)	<=5	0.72
12	Fault Repair by Next Working Day (%)	>=85%	94.47
13	No. of faults repaired after three working days		0
14	Fault repair within three working days (%)	>=99%	100.00
15	No. of Postpaid subscribers, to whom rent rebate/ validity extension provided		0
16	No. of Prepaid subscribers, to whom rent rebate/ validity extension provided		0

Customer Service

17	Number of total billing and charging complaints reported (Prepaid + Postpaid)		39
18	Billing and charging complaints not found valid		35
19	Billing and charging complaints (%)	<=0.1%	0.06
20	Number of billing or charging complaints NOT resolved within 4 weeks		0
21	Resolution of billing/ charging complaints within four weeks (%)	100%	100.00
22	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable (%)	100%	100.00
23	Total number of call attempts on call centre / customer care		290
24	Number of calls connected to call centre / customer care		283
25	Accessibility of call centre/ customer care (%)	>=95%	97.59
26	Number of subscribers requested to connect to the operator		193
27	Number of calls answered by the operator within 90 seconds		187
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	96.89

28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	96.89
29	Total number of requests received for Termination / Closure of service		100
30	Number of requests for Termination / Closure of service completed after 7 working days		0
31	Termination/ closure of service within seven working days of receipt of customer's request (%)	100%	100.00
32	Number of closure of service which require refund		100
33	Number of service provisioning request for which deposit taken but service could not be provisioned		0
34	Number of deposits not refunded within 45 days		0
35	Refund of deposits within 45 days of closure of service or non-provisioning of service (%)	100%	100.00

DU Speed								
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S.No.	Service Area	Name of Tariff offerings	Number of Active Subscribers as on last day of the reporting period	If tariff offering is a part of Group for testing, then mention Group number (1, 2, 3...) for each such different group	Offered typical download speed (In Mbps)	90th percentile value of download speed measured in test samples (In Mbps)	Offered typical upload speed (In Mbps)	90th percentile value of upload speed measured in test samples (In Mbps)
1	Odisha	Boost 100	177	0	100	100	100	100
2	Odisha	Boost 100 (3+1)	50	0	100	100	100	100
3	Odisha	Boost 100 (5+2)	58	0	100	100	100	100
4	Odisha	Boost 100 (9+4)	49	0	100	100	100	100
5	Odisha	BOOST 100_1M/1M PROMOTIONAL	12	0	100	100	100	100
6	Odisha	BOOST 100_3M/6M PROMOTIONAL	40	0	100	100	100	100
7	Odisha	BOOST 100_6M/12M PROMOTIONAL	61	0	100	100	100	100
8	Odisha	BOOST 150	71	0	150	150	150	150
9	Odisha	Boost 150 (3+1)	19	0	150	150	150	150
10	Odisha	Boost 150 (5+2)	50	0	150	150	150	150
11	Odisha	Boost 150 (9+4)	40	0	150	150	150	150
12	Odisha	BOOST 150_1M/1M PROMOTIONAL	3	0	150	150	150	150
13	Odisha	BOOST 150_3M/6M PROMOTIONAL	9	0	150	150	150	150
14	Odisha	BOOST 150_6M/12M PROMOTIONAL	30	0	150	150	150	150
15	Odisha	Boost 200	20	0	200	200	200	200
16	Odisha	Boost 200 (3+1)	3	0	200	200	200	200
17	Odisha	Boost 200 (5+2)	9	0	200	200	200	200
18	Odisha	Boost 200 (9+4)	8	0	200	200	200	200
19	Odisha	BOOST 200_3M/6M PROMOTIONAL	7	0	200	200	200	200
20	Odisha	BOOST 200_6M/12M PROMOTIONAL	8	0	200	200	200	200
21	Odisha	BOOST 250	5	0	250	250	250	250
22	Odisha	Boost 250 (3+1)	5	0	250	250	250	250
23	Odisha	Boost 250 (5+2)	4	0	250	250	250	250
24	Odisha	Boost 250 (9+4)	3	0	250	250	250	250
25	Odisha	BOOST 250_1M/1M PROMOTIONAL	1	0	250	250	250	250
26	Odisha	BOOST 250_3M/6M PROMOTIONAL	2	0	250	250	250	250
27	Odisha	BOOST 250_6M/12M PROMOTIONAL	4	0	250	250	250	250
28	Odisha	BOOST 80	349	0	80	80	80	80
29	Odisha	Boost 80 (3+1)	93	0	80	80	80	80
30	Odisha	Boost 80 (5+2)	144	0	80	80	80	80
31	Odisha	Boost 80 (9+4)	98	0	80	80	80	80
32	Odisha	BOOST 80_1M/1M PROMOTIONAL	6	0	80	80	80	80
33	Odisha	BOOST 80_3M/6M PROMOTIONAL	57	0	80	80	80	80
34	Odisha	BOOST 80_6M/12M PROMOTIONAL	125	0	80	80	80	80

		PROMOTIONAL						
35	Odisha	EAGLE	67	0	52	52	52	52
36	Odisha	EAGLE 3+1	3	0	52	52	52	52
37	Odisha	EAGLE 5+2	17	0	52	52	52	52
38	Odisha	EAGLE 9+4	4	0	52	52	52	52
39	Odisha	EAGLE 3M/6M PROMOTIONAL	6	0	52	52	52	52
40	Odisha	EAGLE 6M/12M PROMOTIONAL	15	0	52	52	52	52
41	Odisha	GTPLKCBPL BEGINNERS PLUS	352	0	20	20	20	20
42	Odisha	GTPLKCBPL_15	137	0	15	15	15	15
43	Odisha	GTPLKCBPL_TIPL_100 MBPS UL	546	0	100	100	100	100
44	Odisha	GTPLKCBPL_TIPL_150 MBPS UL	40	0	150	150	150	150
45	Odisha	GTPLKCBPL_TIPL_250 MBPS UL	1	0	250	250	250	250
46	Odisha	GTPLKCBPL_TIPL_50 MBPS UL	519	0	50	50	50	50
47	Odisha	GTPLKCBPL_TIPL_70 MBPS UL	355	0	70	70	70	70
48	Odisha	OTT 150_180D	1	0	150	150	150	150
49	Odisha	OTT 150_360D	1	0	150	150	150	150
50	Odisha	OTT 50	3	0	50	50	50	50
51	Odisha	OTT 80_360D	2	0	80	80	80	80
52	Odisha	OTT Plus 100	1	0	100	100	100	100
53	Odisha	OTT Plus 100_360D	1	0	100	100	100	100
54	Odisha	OTT Plus 250_360D	1	0	250	250	250	250
55	Odisha	OTT Plus 50	1	0	50	50	50	50
56	Odisha	OTT Plus 50_180D	1	0	50	50	50	50
57	Odisha	OTT Plus 80	4	0	80	80	80	80
58	Odisha	OTT Plus 80_180D	3	0	80	80	80	80
59	Odisha	OTT Plus 80_360D	4	0	80	80	80	80
60	Odisha	Starter 30	520	0	30	30	30	30
61	Odisha	STARTER 30_1M/1M PROMOTIONAL	1	0	30	30	30	30
62	Odisha	STARTER 50	813	0	50	50	50	50
63	Odisha	Starter 50 (3+1)	295	0	50	50	50	50
64	Odisha	Starter 50 (5+2)	356	0	50	50	50	50
65	Odisha	Starter 50 (9+4)	251	0	50	50	50	50
66	Odisha	STARTER 50_1M/1M PROMOTIONAL	73	0	50	50	50	50
67	Odisha	STARTER 50_3M/6M PROMOTIONAL	265	0	50	50	50	50
68	Odisha	STARTER 50_6M/12M PROMOTIONAL	409	0	50	50	50	50

 You have successfully submitted and verified on 08-Oct-2026 03:58 pm

 This is timely submission !

* The Parameters highlighted in red indicates non compliance.

 Color indicates QoS Parameters as per regulations.

 Color indicates auto Calculated value.

Date: 08-Oct-2026 16:08 PM